

United States Senate

WASHINGTON, DC 20510

September 12, 2013

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The Honorable Mignon Clyburn
Acting Chairwoman
The Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Dear Acting Chairwoman Clyburn:

We write to you today regarding the ability of emergency response personnel to locate individuals who place 9-1-1 calls from a wireless phone. Today, Americans can rely on emergency responders to locate them when they place a 9-1-1 call using a landline. As consumers increasingly rely on wireless phones, it is critical that the location data available to emergency responders for wireless 9-1-1 calls is reliable as well.

The percentage of households that have only wireless service continues climb. The Center for Disease Control reported that in 2012, 35.8 percent of all American homes only had wireless phones. For households with children, this number is higher. It is not surprising, then, that more 9-1-1 calls are being placed from wireless phones. According to CTIA – the Wireless Association, almost 400,000 wireless 9-1-1 calls are made every day. Nationally, over 70 percent of 9-1-1 calls are from wireless phones. In urban areas, public safety answering points (PSAPs) have reported receiving 86 percent of calls from wireless phones.

These wireless callers, however, do not have the same assurance as landline callers that emergency responders will be able to locate them. Due to the fact that most wireless phones are mobile, it is understandable that providing the exact location of a 9-1-1 caller presents unique difficulties. Such problems are exacerbated in rural and remote areas, where coverage may be minimal or impeded by terrain, as well as in dense urban areas, due to buildings and that many calls are placed from within these structures.

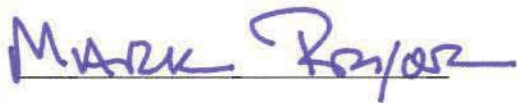
Nonetheless, data recently filed at the Federal Communications Commission (FCC) by the California Chapter of the National Emergency Number Association (CalNENA) raises concerns that emergency responders are unable to locate a growing number of wireless 9-1-1 callers. Further, the filing also suggests that wireless carriers are experiencing challenges within the current location information system.

We recognize that the FCC has adopted rules to improve the ability to locate wireless 9-1-1 callers, and are pleased that the FCC's Public Safety and Homeland Security Bureau will hold a

public workshop on this issue. At this workshop, it is our hope that FCC staff will look closely at the data filed by CalNENA, as well as related filings by wireless carriers, and additionally review data from around the country to examine the efficacy of the current system and the practices of its various participants in transmitting location information for all 9-1-1 callers. Further, we agree that the workshop should examine the availability of location technologies and the associated costs for wireless carriers and consumers. Ultimately, we urge the FCC to use this opportunity to reevaluate the current 9-1-1 location system, and ensure that wireless callers, regardless of the technology used or location from which a call is made, can be reasonably located by emergency responders.

Thank you in advance for your prompt consideration, and we look forward to your response.

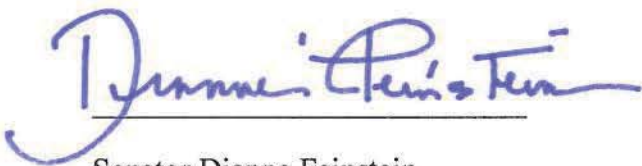
Sincerely,

Handwritten signature of Mark Pryor in blue ink.

Senator Mark Pryor

Handwritten signature of Amy Klobuchar in blue ink.

Senator Amy Klobuchar

Handwritten signature of Dianne Feinstein in blue ink.

Senator Dianne Feinstein

Handwritten signature of Barbara Boxer in blue ink.

Senator Barbara Boxer

Cc: FCC Commissioner Rosenworcel
FCC Commissioner Pai



FEDERAL COMMUNICATIONS COMMISSION

November 21, 2013

Mignon L. Clyburn
Commissioner

The Honorable Mark Pryor
Chairman
Subcommittee on Communications, Technology, and the Internet
Committee on Commerce, Science, and Transportation
United States Senate
218 Russell Senate Office Building
Washington, D.C. 20510

Dear Senator Pryor:

Thank you for your letter regarding E911 location accuracy. I share your concern about the critical importance of accurate location information to effective 9-1-1 service. Your views are very important and will be included in the record of the proceeding and considered as part of the Commission's review.

In our ongoing rulemaking proceeding on E911 location accuracy, we are exploring ways to ensure that the Commission's location accuracy rules keep pace with technology and wireless 9-1-1 calling trends, including the increase in wireless calls from indoor locations. In addition, to help assess recent trends, the Commission's Public Safety and Homeland Security Bureau has been compiling 9-1-1 call data from a variety of state and local public safety entities, and has made this data available on the Commission's website for public review and comment. The Bureau will also hold a workshop on E911 Phase II location accuracy on November 18, 2013, which will provide an opportunity for a range of interested parties to discuss technical and operational factors affecting the provision of location information and potential strategies and solutions to improve location accuracy performance.

I am confident that these initiatives will assist the Commission in determining the appropriate next steps to take to enhance E9-1-1 location accuracy. I appreciate your interest in this important matter. Please let me know if I can be of any further assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Clyburn", is positioned above the printed name.

Mignon L. Clyburn



FEDERAL COMMUNICATIONS COMMISSION

November 21, 2013

Mignon L. Clyburn
Commissioner

The Honorable Barbara Boxer
United States Senate
112 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Boxer:

Thank you for your letter regarding E911 location accuracy. I share your concern about the critical importance of accurate location information to effective 9-1-1 service. Your views are very important and will be included in the record of the proceeding and considered as part of the Commission's review.

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Mignon L. Clyburn



FEDERAL COMMUNICATIONS COMMISSION

November 21, 2013

Mignon L. Clyburn
Commissioner

The Honorable Dianne Feinstein
United States Senate
331 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Feinstein:

Thank you for your letter regarding E911 location accuracy. I share your concern about the critical importance of accurate location information to effective 9-1-1 service. Your views are very important and will be included in the record of the proceeding and considered as part of the Commission's review.

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Mignon L. Clyburn



FEDERAL COMMUNICATIONS COMMISSION

November 21, 2013

Mignon L. Clyburn
Commissioner

The Honorable Amy Klobuchar
United States Senate
302 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Klobuchar:

Thank you for your letter regarding E911 location accuracy. I share your concern about the critical importance of accurate location information to effective 9-1-1 service. Your views are very important and will be included in the record of the proceeding and considered as part of the Commission's review.

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Mignon L. Clyburn